

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**CONCESSIONS SUPERVISOR
CIVIC CENTER**

GENERAL STATEMENT OF THE JOB

Performs responsible supervisory and clerical work in support of the Civic Center concessions operations. Employee reports to the Concessions Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs supervisory and clerical work in overseeing the operations of the Civic Center concessions stand. Work involves supervising food service employees, scheduling concessions for various events, and overseeing food handling and facility cleanliness and maintenance. Work also involves reconciling sales and deposits. Employee must exercise independent judgment, discretion, and initiative in completing assignments. Employee must also exercise tact and courtesy in frequent contact with City officials and employees and the general public. Work is performed under general supervision of the Concessions Manager and is evaluated through observation, conferences, review of work performed and public approval.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Schedules and supervises concession stand workers for a variety of Civic Center events.
Oversees food handling, customer service, and cleanliness of operations.
Maintains inventory of supplies, equipment, food and beverages.
Reconciles cash with reported sales.
Performed a variety of clerical tasks to support the Concessions Manager.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the methods of handling foods and beverages for concessions sales.
Considerable knowledge of the principles and practices of supervision.
General knowledge of the safe handling of industrial cooking equipment.
Ability to maintain high standards of person cleanliness and cleanliness of facilities and meet required sanitation procedures.
Ability to perform moderately heavy physical labor for extended periods of time.

CONCESSIONS SUPERVISOR

Ability to maintain complete and accurate records.

Ability to reconcile cash taken-in with reports and receipts.

MINIMUM EXPERIENCE AND TRAINING

Associate's degree in management or business administration and 1 to 2 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Modified Pay Plan
Non-Exempt